

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC			Date:	3/20/2024
Place	Microsoft Teams Call-in Number: 323-776-6996; 385317491# Phone Conference ID: 793 730 258# URL: SA 3 Quality Assurance (QA) & Quality Improvement (QI) Committee Meeting-20240320 - Apr 11th, 2024 (granicus.com)			Start Time:	9:30 am
Chairperson	Dr. Maria Moreno			End Time:	11:00 am
Co-Chairs	Dr. Margaret Faye				
	Mrs. Gassia Ekizian				
Members Present	Alejandra Lopez Mercado	---	Mark Rodriguez	Bridges	
	Allison Hardey	Hillsides	Marlene Pierce-Funckes	New Dawn	
	Barragan, Sally	McKinley CC	McIntire, Suzann	McKinley CC	
	Becky Robles	---	Melissa Rodriguez	Boys Republic	
	Britney Evans	Five Acres	Michael Olsen	Enki	
	Cassandra Jones	Leroy Haynes	Mira Kim	DMH	
	Catherine Wong	Spiritt	Nadia Ziglari	Health Right 360	
	Cheri Noone	Five Acres	Patricia Tyler	Heritage Clinic	
	Cristina Rodriguez	DMH	Rachel Villa	Leroy Haynes	
	Daiya Cunnane	DMH	Rebecca DeKeyser	San Gabriel Child	
	Danielle Kubanis	McKinley CC	Rebecca Schaal	Pacific Clinics	
	Darshawn Hooker	Bourne Family Services	Renee Lee	DMH	
	David Palmer	Boys Republic	Rhonda Morken	Trinity Youth	
	Edina Martinez	Prototypes	Robin Washington	DMH	
	Elizabeth V Huizar		Rosa Alvarez	Heritage Homes	
	Erica Villalpando	Pasadena USD	Rosalba Trias-Ruiz	DMH	
	Evelyn McDonough		Rosario Valdez	DMH	
	Fulviu M. Fodoreanu	CIFHS	Simone Beri	DMH	
	Gassia Ekizian	Foothill Family	Stacey Anne Smith	DMH	
	Hannah Chuapoco	Trinity Youth	Steonee Laskey	Bourne Family Services	
Jennifer Escorcia	Stars Inc	Suzy Donabedian	Pacific Clinics		

Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Presenter & Due Date (if applicable)																												
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Call to Order & Introductions	The meeting was called to order and followed with self-introductions by presenting staff.																														
Review of Minutes	Motion to approve the January 2024 meeting minutes by Robin Washington and Cristina Rodriguez.																														
Medi-Cal Certification	<p>Renee discussed friendly reminders regarding Medi-Cal Certification. Please visit the website for the certification resources. The website provides information on the Medi-Cal certification checklist for both LE and DO providers as well as state protocol guidelines and staff roster form. Every mental health provider needs a fire clearance. Whether it's for an activation, an address change, or a recertification, it is the provider's responsibility to reach out to their local fire department to request a fire safety inspection. Also on the website is the link for new Medi-Cal activated providers and information on assistance for requesting a new pin. I'm also including the link for Los Angeles City Fire Department for those mental health providers in the city of Los Angeles. The link provides additional information on fire clearances. Please reach out to me if you have any questions. Thank you.</p>	<p>QA- MEDI-CAL PROVIDER CERTIFICATION - Department of Mental Health (lacounty.gov)</p> <p>1064231 Bulletin19-02FireClearanceRequirement 10-25-19_FINAL.pdf (lacounty.gov)</p> <p>Los Angeles City Fire Department https://www.lafd.org/fire-prevention/schools-churches-institutions</p> <p>Contact Renee Lee at RMLee@dmh.lacounty.gov</p>	Renee Lee, LMFT																												

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<p>Quality Improvement</p>	<p>Daiya provided some brief updates on the upcoming Consumer Perception Survey from Monday May 20th through Friday May 24th. There are some minor updates to the paper survey forms. The formatting has changed and some movement in the questions for the length of time in mental health services and arrest history questions. They have been adjusted into two side by side columns, so the survey appears shorter even though it isn't actually shorter. For the adult and older adult surveys, there's been no change and the satisfaction questions remain at 36. For the family and youth surveys, there was a combination of questions, so it is now down from 29 to 27. There are gender questions that have been updated to include nonbinary transgender selections. Questions about telehealth, language preferences, and sexual orientation have been added. Right now, we are working on updating the electronic survey version.</p> <p>Daiya also discussed the most recent nonclinical PIP. There was an interesting initiative by the Department of Health Care Services (DHCS) as a part of CalAIM in which they directed the counties to engage in a particular project. The project was a follow up on after emergency department visit for mental illness. The goal of this was to improve data exchange between and the mental health plans, managed care plans, and local hospitals to coordinate care. Our External Quality Review Organization (EQRO) allowed us to use this project as our nonclinical PIP. So, our two hospitals, one was in SA 3 and the other in SA 8, were Emanate Inter-Community Hospital in Covina and St. Francis Medical Center in Lynnwood. Daiya</p>	<p>Daiya Cunnane at dcunnane@dmh.lacounty.gov</p> <p>DMH QI Unit at dmhqi@dmh.lacounty.gov</p>	<p>Daiya Cunnane, PsyD</p>

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	presented on the baseline data, aim statement, interventions, demographics, key performance indicators, conclusions, and next steps.		
Quality Assurance			
QA Bulletins	<p>Maria discussed the recently released bulletins:</p> <ul style="list-style-type: none"> • QA Bulletin No. 24-01 • Guide to Procedure Codes update <p>Maria also discussed the 90-day rule from the Board of Behavioral Sciences and student claiming. Updated discipline activity sheets were sent out by QA along with the Guide to Procedure Codes update on 2/16/24. These links were sent out to everyone along with the agenda for today's meetings.</p>	<p>QA Bulletins - Department of Mental Health (lacounty.gov)</p> <ul style="list-style-type: none"> • QA Bulletin 24-01 90-Day Rule.pdf • Guide to Procedure Code Manual Rev. 2.16.2024.pdf <p>For LE Providers only:</p> <p>Student Claiming Powerpoint 2.16.2024.pdf Common Case Managers Activities CalAIM LE 2-16-24.pdf Common Social Worker MFT and Professional Counselor Activities CalAIM 2-16-24.pdf Common Psychologist Activities CalAIM LE 2-16-24.pdf Common MD DO NP Activities CalAIM LE 2-16-24.pdf Common RN LVN LPT Activities CalAIM LE 2-16-24.pdf Common PharmD Activities CalAIM LE 2-16-24.pdf</p>	<p>Maria Moreno, EdD, PSY, MSW, LCSW</p>

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<p>Annual LE QA Reports</p>	<p>Robin discussed the 2024 Annual QA/QI Reports/Processes. This happens once a year in January and QA sends out a questionnaire regarding your quality assurance process, plans, and how you implement those within your agencies. This helps to gather information for State reporting requirements, oversight, monitoring, and increasing awareness of QA/QI requirements. As of mid March 2024, QA/QI Reports and Processes, as well as accompanying documents were received from 90% of approximately 135 contract providers. Robin discussed observations from the 2024 reports and written process review.</p> <p>A question was asked about gathering more information on HEDIS? Robin states she will follow up and report at next QIC.</p>		<p>Robin Washington, LCSW</p>
<p>Follow Up Questions from January QIC</p>	<p>Clarification on when to use 90885?</p> <p>Regarding bulletin 23-08 on the Guide to Procedure Code, can Add-On Code T1013 sign language/interpretation be used for phone or telehealth service delivery? Yes</p> <p>3.</p> <p>What is fraud, waste, and abuse? see Policy 106.05 Fraud, Waste, and Abuse Prevention</p>	<p>Robin will further investigate the code 90885 and report back for the May QIC.</p>	<p>All</p>
<p>Open Discussion</p>	<p>Maria opened the discussion on “What are agencies doing to obtain signatures for releases? What are agencies doing to gather outcome measures?”</p> <p>Members shared how they obtain signatures:</p> <ul style="list-style-type: none"> • In person initial assessment for outpatient clinics and field based programs 	<p>Maria will follow up on policy regarding signatures for consents.</p>	<p>All</p>

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	<ul style="list-style-type: none"> • Using DocuSign for electronic signatures <p>For outcome measures, members shared the following:</p> <ul style="list-style-type: none"> • Information is gathered during intake assessment • Collect and review measures at initial services as well as into treatment 		
Other Issues/ Announcements	No issues were identified.		Maria Moreno, EdD, PSY, MSW, LCSW
Next Meeting	Next Meeting is May 15, 2024 via Microsoft Teams.		

Respectfully submitted by Maria Moreno, EdD, PSY, MSW, LCSW, Department of Mental Health